

Return Policy

We understand that from time to time you may wish to return a product. Therefore, we have created this return policy to enable our customers to return products in appropriate circumstances. This does not affect your statutory rights.

The standard carriers for all orders that include shipping are UPS freight or UPS ground. You may request different carriers, but you will be charged the difference in price. A request for a different carrier must be specified in the original PO.

Please note: if you did not purchase the product directly from Bi-silque Visual Communication Products you must contact the vendor who invoiced you for the product.

Make sure you take a few minutes to **inspect** all merchandise when it arrives:

Concealed damage and shortages (if you did not make notes on the POD) have to be reported within 48 hours. After this 48-hour period we cannot be held responsible. Photos of damage are required.

Visible damage and shortages noted at delivery should be reported immediately with the shipping carrier on the **POD** when the package is delivered so we can process your claim. Send all the claim information within 5 days of arrival of your shipment. After this 5-day period we cannot be held responsible for damaged packages. Photos of damage are required.

Mis-shipments or receipt of wrong items have to be reported within 5-days after delivery or noted on the POD upon delivery. Photos of the incorrect item(s) received are required.

Returned items. If an order was placed in error or you **changed your mind**, you must submit your claim within 5-days after delivery. A 15% restocking fee will apply if merchandise is returned to our warehouse in restockable condition (returns must be 100% intact and in the **original packaging** including any components or accessories). Otherwise, we will be unable to issue a full credit. Bi-silque is not responsible for freight charges or shipping costs to return the merchandise.

In order to ensure that your **claim is successful** please make sure to follow the guidelines below:

- All returned products must be assigned a Return Authorization (RA) number. Any shipment without an RA number on the label may be subject to refusal and no credit will be due.
- All claims must be submitted with pictures of the damaged goods and the packaging. Please provide a reasonable description of the damage so we can file the claim for you. Without pictures the claim can be declined. Bi-silque will not be responsible and will not issue a credit.
- For lost shipments, a statement of non-receipt is necessary from the customer.

To return RA's or items please follow the guidelines below:

- All items must be returned in the original unopened carton, unassembled and unused.
- Provide the Original Order Number (PO#).
- Include the name of the item being returned and the quantity.
- Include the reason for return.
- Include your name and daytime phone number to enable carrier pick up.
- Advise us as to whether or not you would like your merchandise reshipped or credit posted to your account.

Warranty Policy

All Bi-silque products are warranted to be free from manufacturer defects in workmanship and materials for a period of one (1) year from the date of purchase.

Exclusions:

The warranty does not apply and no other warranty applies to:

- Normal wear and tear, which are to be expected over the course of ownership;
- Not using a suitable dry-whiteboard marker;
- Using abrasive products and/or sharp or pointed instruments on the surface;
- Not using cleaning and maintenance products for whiteboards;
- Products that were not installed, used or maintained in accordance with product instructions and warnings;
- Damage caused by abuse, misuse, neglect, vandalism, accident, modifications, or water or fire;
- Damage caused by the carrier in-transit, which will be handled as claims against the carrier;
- Modifications or attachments to the product that are not approved by Bi-Silque;
- Products used for rental purposes;
- Labor and/or materials to remove and replace Products;
- Damage caused by environmental issues, including use and/or storage of the product in facilities subjected to uncontrolled high temperatures, humidity.

Defect claims that are unrelated to the **surface** of our lacquered steel and porcelain dry-erase boards will not be accepted after 1-yr from the date of purchase. You must submit the proof of purchase, photos of the defect along with a brief description of the issue, in addition to an image of the UPC or barcode on the outer packaging in which the item was received (if available). If the claim is approved, we will replace the item at no cost. Credit will not be issued.

Surface Warranty: Lacquered Steel

Bi-silque warrants that the Lacquered Steel writing surface in Magnetic Whiteboards will retain its writing and erasing qualities for a period of ten (10) years from the date of purchase.

Should any failure to conform to this warranty become apparent, upon written notice from the customer, Bi-silque, at its option, will correct such nonconformity by repair or replacement. Correction in the manner provided above shall constitute a fulfillment of all liabilities of Bi-silque with respect to the quality of the Lacquered Steel writing surface. The warranty is applicable only under normal usage and maintenance and does not cover defects caused by improper handling, vandalism or abuse, or arising from failure to follow Bi-silque's instructions and recommendations for maintenance.

The warranty is voided if any modifications are made to the products by the customer or other trades with or without Bi-silque's written consent or prior knowledge. The warranty does not include the cost of removal or reinstallation.

Please note that Lacquered Steel is a scratch sensitive surface and will not withstand impacts from hard objects or use of abrasive materials. These situations will be considered poor use of the product.

Surface Warranty: e3 CeramicSteel (Porcelain)

Giving preference to high quality materials in its manufacture, e3 CeramicSteel products are made with Porcelain on steel, combining the top performance vitreous enamel surface with magnetic properties.

Bi-silque warrants that the e3 CeramicSteel writing surface in Porcelain Whiteboards will retain its writing and erasing qualities and maintain its gloss variance and color consistency for the life of the product.

Should any failure to conform to this warranty become apparent, upon written notice from the customer, Bi-silque, at its option, will correct such nonconformity by repair or replacement. Correction in the manner provided above shall constitute a fulfillment of all liabilities of Bi-silque with respect to the quality of the e3 CeramicSteel writing surface. The warranty is applicable only under normal usage and maintenance and does not cover defects caused by improper handling, vandalism or abuse, or arising from failure to follow Bi-silque's instructions and recommendations for maintenance.

The warranty is voided if any modifications are made to the products by the customer or other trades with or without Bi-silque's written consent or prior knowledge. The warranty does not include the cost of removal or reinstallation.

Please note that the Porcelain surface will not withstand impacts from hard objects or use of abrasive materials. These situations will be considered poor use of the product.

Defect claims related to the **surface** of our lacquered steel and porcelain dry-erase boards will not be accepted after the outlined warranty period from the date of purchase. You must submit the proof of purchase, photos of the defect along with a brief description of the issue, in addition to an image of the UPC or barcode on the outer packaging in which the item was received (if available). If the claim is approved, we will replace the item at no cost. Credit will not be issued.